

JOB TITLE: Operations Supervisor

EMS/2

DEPARTMENT: Emergency Medical Services, Rutherford County

JOB SUMMARY: This position performs supervisory, administrative, and technical duties in support of the department.

MAJOR DUTIES:

- o Coordinates and supervises day-to-day operations of the department; allocates and schedules personnel; supervises equipment maintenance and vehicle supply inventory.
- o Coordinates and supervises the Reserve Program.
- o Researches and recommends the purchasing of new equipment or the introduction of new invasive skills for field care and treatment of patients.
- o Develops policies and procedures.
- o Develops list of public and private contacts with local and regional emergency agencies.
- o Serves as liaison between department and the hospital.
- o Investigates and responds to complaints.
- o Assists in planning, developing, and implementing County wide plans for multiple responses to natural and manmade disasters; assists hospitals, industries and schools in developing individualized response plans.
- o Maintains a system of emergency shelters; develops tests of disaster plans.
- o Attends seminars, conferences, and workshops.
- o Performs other related duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION:

- o Knowledge of emergency management systems, including emergency medical dispatch/communication procedures.
- o Knowledge of county ordinances and relevant state and federal laws and FCC regulations.
- o Knowledge of county and department policies and procedures.
- o Knowledge of medical terminology, anatomy, physiology, and disease process.

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- o Knowledge of county personnel management rules and regulations.
- o Knowledge of government budgeting and accounting practices.
- o Knowledge of proper format on many specialized forms.
- o Skill in medical assessment and treatment, including analytical thinking and deductive reasoning.
- o Skill in personnel administration and in supervising and training others.
- o Skill in planning, coordinating, and implementing emergency procedures for a variety of situations.
- o Skill in interpreting and applying rules and regulations of various regulatory agencies.
- o Skill in using a computer.
- o Skill in oral and written communication.

SUPERVISORY CONTROLS: The Director assigns work in terms of department goals and objectives. The work is reviewed through conferences, reports, and observation of overall department operations.

GUIDELINES: Guidelines include relevant state and federal laws and regulations, county ordinances, FCC rules and regulations, established medical procedures and protocols, and county and department policies and procedures. These guidelines require judgment, selection, and interpretation in application. This position develops emergency management guidelines.

COMPLEXITY: The work consists of varied administrative and supervisory duties related to emergency services. The variety of potential emergencies and the stress of persons involved contribute to the complexity of the work.

SCOPE AND EFFECT: The purpose of this position is to coordinate emergency services for the county. Successful performance in this position ensures effective emergency services and affects the health and well-being of county residents.

PERSONAL CONTACTS: Contacts are typically with co-workers, other county employees, local, state, and federal government agency representatives, emergency and law enforcement personnel, and the general public.

PURPOSE OF CONTACTS: Contacts are typically to give or exchange information, resolve problems, motivate and influence others, provide services, and negotiate and settle matters.

PHYSICAL DEMANDS: The work is typically performed while sitting, standing, walking, bending, crouching, or stooping. The employee occasionally lifts heavy objects.

WORK ENVIRONMENT: The work is typically performed in an office, except while at an emergency scene, where the employee may be exposed to noise, dust, dirt, grease, machinery with moving parts, contagious or infectious diseases, and occasional inclement weather. The work requires the use of protective devices.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY: This position has direct supervision over Training Officer (1), Shift Supervisor (3), Field Training Officer (1), Paramedic (12), Emergency Medical Technician (2), Billing Technician (2).

MINIMUM QUALIFICATIONS:

- o Knowledge and level of competency commonly associated with the completion of a baccalaureate degree in a course of study related to the occupational field.
- o Experience sufficient to thoroughly understand the diverse objectives and functions of the subunits in the division/department in order to direct and coordinate work within the division/department, usually interpreted to require three to five years of related experience.
- o Possession of or ability to readily obtain a valid driver's license issued by the State of North Carolina for the type of vehicle or equipment operated.
- o Possession of or ability to readily obtain appropriate state EMS certification.